

Guide to Postage Assessment

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Executive Summary

In 2013, the Postal Service introduced the concept of measuring and assessing mail quality for mailings over a calendar month for the following key initiatives – Full-Service Intelligent Mail, Move Update, eInduction, and Seamless Acceptance. The results of these measurements are displayed in an electronic report, called the Mailer Scorecard. This document outlines the postage assessment process that occurs when mail quality does not meet the Postal Service's established thresholds.

Mailer Scorecard

For each of the initiatives a mailer is enrolled in, the Mailer Scorecard provides a dashboard view of all mailings submitted in a calendar month [NOTE: the term "mailer" is used to refer to the electronic documentation (eDoc) submitter who could be either the Mail Owner or the Mail Service Preparer]. Verifications continue to be performed and errors are calculated on the mailings submitted during that month up until the 10th day of the following month. This aggregated data is updated daily, measured against established thresholds, and displayed in four tabs: Mailer Profile, Electronic Verification, eInduction and Seamless.

- **Mailer Profile Tab:** For mailers submitting letter and flat mail, this tab provides a summary of volume by mail class, eDoc types, and total revenue in a month.
- **Electronic Verification Tab:** For mailers submitting eDoc, this tab provides results from full-service preparation requirements, Move Update compliance, and presort preparation requirements. Verifications are performed on the information contained in the eDoc submitted with full-service mailings.
- **eInduction Tab:** For mailers participating in eInduction, this tab provides an overview of the number of containers inducted at postal facilities using the paperless eInduction process and the number of eInduction validation errors. Through eInduction, the Postal Service has a process to measure the quality and accuracy of drop-shipment preparation and entry-point validation by comparing scans collected at the point of induction to information submitted in the eDoc.
- **Seamless Acceptance Tab:** For mailers participating in Seamless Acceptance or Seamless Parallel, this tab provides an overview of the verification results including undocumented, nesting/sortation, delivery point validation, etc. Mail is verified by reviewing data within the eDoc, the comparison of eDoc to Mail Processing Equipment (MPE) scans, and the comparison of eDoc to sampling scans.

Reports on the Mailer Scorecard provide a summary of mail preparation quality and a drill down view that allows mailers to view detailed error and warning information. The Scorecard is accessible through the Business Customer Gateway and provides views for both Mail Owners and Mail Service Providers.

Mail Owner View

Mail Owners have one path to view metrics within the Mailer Scorecard. The Mail Owner/Mail Preparer view allows the Mail Owner to view metrics against only their mailpieces across all the Mail Service Providers (MSPs) that have prepared mailings for them within a calendar month. Mail Owners can only see results for mailpieces, handling units, and containers where they are identified as the mail owner in the eDoc. If a Mail Owner is assessed additional postage by their MSP, they are able to view and validate the errors from their mailings that may have contributed to the MSP exceeding an established threshold by drilling into their reports on the Mailer Scorecard.

Mail Service Provider View

There are two ways an MSP can access data within the Mailer Scorecard. The eDoc submitter view provides a snapshot of all mailings submitted by a single Customer Registration ID (CRID) for a calendar month. If any of the established thresholds are exceeded from this view of the Mailer Scorecard, a postage assessment is generated. This view does not provide the MSP with a breakdown of mail owners whose mail contributed to the MPS's overall monthly volume. To see which Mail Owners are contributing to exceeded thresholds that cause additional postage assessments, MSPs must log into the Scorecard from the Mail Owner/Mail Preparer view. This allows the MSP to view metrics for the Mail Owners for whom they have prepared mailings in a calendar month. MSPs will only see the results for mailpieces, handling units, and containers within the eDoc they submitted.

Mail Entry Postage Assessments and Reports

The results displayed in the Mailer Scorecard are used to determine when additional postage should be assessed. Postage Assessments are generated when the total pieces in error exceed an established threshold. For example, the full-service program uses the submitted eDoc to verify the Mailer ID (MID) in a piece's barcode. A MID error is logged for each piece in the mailing that fails this verification. When the number of MID errors exceeds the established threshold, the eDoc submitter will be assessed on those errors over threshold for the calendar month. If the percentage of error is below the established threshold or if the additional postage due is less than \$50, then no additional postage is assessed. The results of verifications performed on mailings throughout the calendar month are finalized on the 10th day of the following month.

Mail Owners can use the Mailer Scorecard to view a summary of their error counts across MSPs and to drill into detailed error reports. eDoc submitters can view assessable error information in two ways: first, the Mailer Scorecard displays results for mailpieces, handling units, and containers for the mailings they prepared. Second, the Mail Entry Postage Assessment Report lists errors by Mail Owner. **Postage Assessments are generated only to the eDoc submitter.**

The Mail Entry Postage Assessment Report displays the total number of invoice-able errors, in contrast to the Mailer Scorecard which displays ALL errors for the month. A hyperlink from the Assessment Detail report displays the total error count and total percentage each mail owner contributed to the overall errors, not just the invoice-able pieces displayed on the Assessment Report. This drill down matches the total errors on the Mailer Scorecard and allows MSPs to identify top offenders at the mail owner level in order to reallocate the assessment back to the mail owners.

On the 11th of every month, the designated Mailer Verification Assessment Evaluator (VAE) associated to the eDoc submitter CRID is alerted of postage due via automated postage assessment notification email if a postage assessment is generated. If no VAE is assigned, the email notification will be sent to the Business Service Administrator (BSA) for the CRID. If there are multiple BSAs/VAEs assigned, a notification will be sent to each one. To validate the assessment amounts and view further detailed error information, the VAE should refer to the Mailer Scorecard.

To pay for the Mail Entry Postage Assessment, the MSP/eDoc submitter receiving the assessment is able to select any permit they own or Mail Owner permit they used as a paying permit in the calendar month. When an MSP selects a Mail Owner Permit for payment, the mail owner will be notified by email. MSPs also have the ability to split payment of an assessment and distribute it across permits. USPS employees can assist with adding a permit other than one used during the assessment period to pay some, or all, of the assessed amount. Permit holders can view adjustments made to their permit accounts associated with Mail Entry Postage Assessments through the Business Customer Gateway (BCG) and/or the CAPS system, where comments in the transaction summary report will indicate the Mail Entry Assessment-program type (Full-Service, Move Update, eInduction, or Seamless), and the two digit month and year of the assessment.

Assessable Errors

Full-Service Verifications

Full-Service Intelligent Mail allows mailers to get the Full-Service discount for eligible classes and categories. Verifications will be performed at the time of eDoc upload to ensure that the full-service discounts claimed are valid. Errors will be logged against pieces that fail any of the validations listed below. The results of this verification process are aggregated over a calendar month and measured against established thresholds. Errors over the threshold will cause the removal of the full-service discount for the pieces in error. Errors under the threshold will not be assessed. For full-service eDoc verification, the full-service discount can only be removed once per piece (example, if a first-class piece has a STID error, a By/For error, and a barcode uniqueness the piece would only lose the discount once). Potential additional postage charges can be viewed throughout a calendar month on the Mailer Scorecard. Mailers will not be responsible for postage assessments on an exceeded threshold for any errors that were caused by a Postal Service system issue (e.g. a *PostalOne!* delay in posting submitted eDoc).

The following error types have been identified as being postage assessment eligible. The thresholds and a definition of each error are included in the table.

Error Type	Threshold	Description
Mailer ID (MID) Container	2%	A MID Container error is logged when the Mailer ID in the Intelligent Mail container barcode was not assigned by the USPS, and is invalid, or cannot be found.
MID Handling Unit	2%	A MID Handling Unit error is logged when the Mailer ID in the Intelligent Mail tray barcode was not assigned by the USPS, and is invalid, or cannot be found.
MID Piece	2%	A MID Piece error is logged when the Mailer ID in the Intelligent Mail barcode was not assigned by the USPS, and is invalid, or cannot be found.
Service Type ID (STID)	2%	A STID error is logged when the Service Type ID in the Intelligent Mail barcode is missing or not valid and correct for the class and service level of the mailpiece.
By/For	5%*	A By/For error is logged when the mail owner and mail preparer are not identified and accurate in the eDoc. <ul style="list-style-type: none"> Do the mail owner and mail preparer identifiers (MID, CRID, or Permit) provided in the eDoc exist in USPS reference systems? Is the mail owner also identified as the mail preparer within the same mailing? Has the mail owner been identified as a mail preparer in another mailing in the past 90 days? *A custom by/for threshold may be set for a mailer who accepts more than 5% of volume from small mailers presenting less than 5,000 pieces per day.
Barcode Uniqueness - Container	2%	A Barcode Uniqueness container error is logged when the Intelligent Mail container barcode is not unique across all mailings from all mailers over the previous 45 days of the Postage Statement Mailing Date that was provided in eDoc.
Barcode Uniqueness - Handling Unit	2%	A Barcode Uniqueness Handling Unit error is logged when the Intelligent Mail tray barcode is not unique across all mailings from all mailers over the previous 45 days of the Postage Statement Mailing Date that was provided in eDoc.
Barcode Uniqueness - Piece	2%	A Barcode Uniqueness Piece error is logged when the Intelligent Mail barcode is not unique across all mailings from all mailers over the previous 45 days of the Postage Statement Mailing Date that was provided in eDoc. Note: The MID, Serial Number, and Mail Class from the STID define a unique IMb. If the same MID and Serial Number are used on two mailpieces with two different STIDs that indicate the same class of mail (for example First-Class STIDs 314 and 320), those pieces will be flagged as non-unique.
Entry Facility	2%	An Entry Facility Container is logged when the entry facility as included in the eDoc (Locale Key or Postal Code) of the container is not a valid Postal Service location in the Facility File of the Drop-Ship Product File.
	2%	An Entry Facility Handling Unit is logged when the entry facility as included in the eDoc (Locale Key or Postal Code) of a handling unit, without a container, not a valid Postal Service location in the Facility File of Drop-Ship Product File.
Unlinked Copal	5%	An Unlinked Copal error is logged when a tray/virtual sack is marked for copalletization at origin but no electronic documentation is submitted with the tray/virtual sack on a pallet. This validation is logged against the handling unit (either tray or virtual sack) and is checked against the threshold by comparing the number of handling units with an unlinked copal error / total number of handling units. This was previously called an OCI error.

Table 1: Full-Service Verifications

Move Update Validation

The Postal Service will utilize Mail Processing Equipment (MPE) scans and eDoc to measure Move Update quality on mailers who submit 75% or more of their eligible volume as full-service. Electronic Change-of-Address (COA) records are created when the mailpieces are forwarded or identified as undeliverable-as-addressed due to a change of address. These electronic records include the move effective date and COA record creation. If a mailpiece received more than one COA record where the later date is between 95 days and 18 months of the postage statement finalization date, a COA error will be generated. Results will be aggregated over a calendar month and measured against the established threshold.

Temporary, Foreign, Moved Left No Address (MLNA), Box Closed No Order (BCNO) and Single Piece Full Rate Pieces will be excluded from measurement. Mail Owners who have been authorized for an exception to Move Update through the Legal Restraint process will be excluded by using the CRID of the mail owner. For 99% customers, these have been included in the established threshold and were found to have no impact on the threshold percentage. Data from this census process are currently being displayed for information only in the Mailer Scorecard; any assessments will be communicated at a later date. The postage assessment is currently calculated at \$0.07 per piece over the threshold.

The following error type has been identified as being postage assessment eligible. The threshold and definition of the error are included in the table.

Error Type	Threshold	Error Type Description
Move Update	.8%	A Move/Update error is logged when the address on the mailpiece has not been updated due to a COA record where the more current of the COA Move Effective and COA Create date is between 95 days and 18 months of the postage statement finalization date.

Table 2: Move Update Verification

eInduction Verifications

The electronic Induction (eInduction) process streamlines the preparation and induction of drop shipments and expedited plant load mailings. It leverages existing electronic documentation (eDoc), Intelligent Mail container barcode (IMcb), and handheld scanner technologies to verify payment and preparation of commercial mail containers. Through eInduction, the Postal Service has a process to measure the quality and accuracy of drop-shipment preparation and entry-point validation. At a high-level, *Posta/One!* compares scans collected at the point of induction to information submitted on the eDoc.

The following error types have been identified as being postage assessment eligible. The thresholds and a definition of each error are included in the table.

Error Type	Threshold	Description
(Extra) Undocumented	0.00%	An Undocumented error is logged when a scanned Intelligent Mail container barcode (IMcb) is not in any eDoc. Mailers have 10 day grace period to upload the eDoc after container is scanned. No additional verifications are performed on Undocumented containers.
Payment	0.0%	A Payment error is logged when the postage statements for a scanned container are not in a finalized (FIN) or finalized pending payment (FPP) status.
Duplicate	0.17%	A Duplicate error is logged when the same IMcb is used on two or more containers within 45 days of the eDoc Postage Statement Mailing Date. An error is logged for the second and any subsequent containers received on different appointments.
Misshipped	1.05%	A Misshipped error is logged when the container is scanned at an incorrect entry location, per the Mail Direction File. The correct entry location is based on the Container Destination ZIP and container-level entry facility type provided in the eDoc. Misshipped errors are only logged on containers that claim a destination entry discount.

Entry Point Discount (EPD)	TBD	An Entry Point Discount error is logged when one or more pieces on a container claim an entry discount level that is not available at the location where the container was entered. The Mail Direction File defines the available entry discount levels for each entry location. EPD errors are only logged on containers that claim a destination entry discount.
Zone Discount (Periodicals and BPM Only)	0.01%	A Zone error is logged when one or more pieces on a container claim a lower entry Zone than the Zone calculated between the location where the container was entered and the destination from the eDoc. Zones are defined using the USPS Zone chart. Zone errors are only logged on containers that claim a zone discount.

Table 3: eInduction Verifications

Seamless Acceptance Verifications

Seamless Acceptance leverages electronic documentation and Intelligent Mail barcodes on mailpieces, trays and sacks, and containers to automate acceptance and verification processes. Mailpiece scans collected from mail processing equipment (MPE) and hand held scanning devices are reconciled to the eDoc to confirm proper mail preparation for the discounts claimed and postage paid.

Mail is verified by reviewing data within the eDoc (called eDoc verification), the comparison of eDoc to MPE scans (called census verification), and the comparison of eDoc to scans from sampling (called sampling verification). These three verification types provide a complete view of mail preparation. The results of these Seamless Acceptance verifications are aggregated over a one-month period, measured against established thresholds, and displayed in the Mailer Scorecard under the Seamless Tab. When the mail is participating in Seamless Acceptance or Seamless Parallel, the Seamless tab of the Scorecard is accessible to the Postal Service, Mail Preparers, and Mail Owners.

The scorecard provides aggregated results and an evaluation of whether any verification errors exceed an allowable threshold. Quality is measured against all mailings over a calendar month, not against individual mailings.

The following error types have been identified as being postage assessment eligible. The thresholds and a definition of each error are included in the table.

Error Type	Threshold	Description
Undocumented	.3%	An Undocumented error is logged when a scanned Intelligent Mail barcode cannot be found in electronic documentation that has an associated finalized postage statement.
Delivery Point	2%	A Delivery Point Error is logged when the 5-, 9-, or 11-digit routing code portion of the Intelligent Mail barcode is invalid, the wrong length, or missing.
Nesting/Sortation (Mail Processing Equipment)	1%	A Nesting/Sortation (MPE) error is logged when the scanned Intelligent Mail barcode is found in a reconstructed tray with a different presort level or destination ZIP Code than the nested tray from the eDoc. Trays are reconstructed when 80 or more pieces from the same eDoc tray are scanned in a row on the same piece of MPE.
Nesting/Sortation (Sampling)	PAF 1.05*	A Nesting/Sortation (Sampling) error is logged when the presort level of a sampled piece was incorrectly identified in the eDoc or the presort level of the sampled piece does not match the presort level of the physical handling unit sampled.
Postage (Sampling)		A Postage error is logged when the postage affixed amount, or the postage payment method, of the sampled piece does not match the postage information in the eDoc.
Weight (Sampling)		A Weight error is logged when the weight of the sampled piece does not match the weight in the eDoc and crosses a weight category or exceeds a threshold set for pound postage.
Mail Characteristic (Sampling)	PAF 1.05*	A Mail Characteristic error is logged when the sampled piece does not qualify as the type of mailing from the eDoc such as Processing Category, mail class, or nonprofit eligibility.
Barcode Quality (Sampling)	PAF 1.05*	A Barcode Quality error is logged when the scan of the sampled piece had an unreadable barcode or had no barcode on an automation piece.

Table 4: Seamless Acceptance Verifications

*Three postage adjustment factors, or PAFs—General (for sampling nesting/sortation errors, postage errors, and weight errors), Mail Characteristic and Barcode Quality—are applied to Seamless Acceptance sampling verifications.

Assessment Process Overview

Understanding Assessable Errors

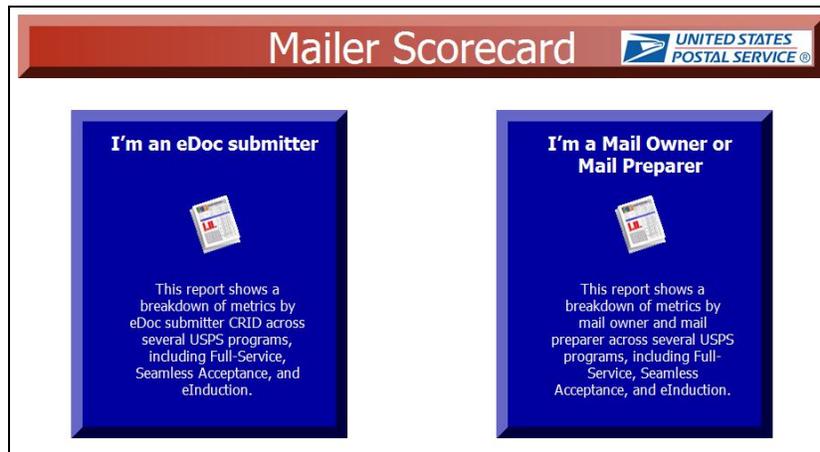


Figure 1: Two Mailer Scorecard Views

Mail Service Providers and Mail Owners can view their mail quality results for the calendar month through the Mailer Scorecard. Mail Service Providers/Mail Preparers can access their results at the CRID level by logging into the Mailer Scorecard through [the eDoc submitter view](#). This provides a summary of all mailings throughout the calendar month with any errors and postage assessments displayed for review. The Mailer Scorecard gives Mail Service Providers access to individual mail owners' Scorecards by logging in through [the mail service provider/mail owner view](#) of the mail quality reports. This will display the dashboard summary for each of the mail owners attributed to the Mail Service Provider eDoc Submitter CRID. This view does not display any threshold results.

Mail Owner Scorecard		JANUARY 2015	
Mailer Profile		Verifications	
		Electronic Verification	Seamless
		eInduction	
# Metrics		# Trending	
		% Metrics	% Trending
Mail Owner		Total	9453998
Mail Preparer			Mailing Company A
			9453998
			KSHOON
			Mailing Company A
# Containers processed for eDoc validations	268	130	138
# Handling Units processed for eDoc validations	33	15	18
# Bundles processed for eDoc validations	202	84	116
# Pieces processed for eDoc validations	5,943	341	5,602
# Full-Service Containers processed for eDoc validations	268	130	138
# Full-Service Handling Units processed for eDoc validations	33	15	18
# Full-Service Orphan Handling Units processed for eDoc validation	--	--	--
# Full-Service Pieces processed for eDoc validations	5,943	341	5,602
Full-Service Verifications			
# MID Container Errors	130	130	--
# MID HU Errors	15	15	--
# MID Piece Errors	341	341	--
# STD Errors	--	--	--
# Bv/For Errors	341	341	--
# Barcode Uniqueness Container Errors	--	--	--
# Barcode Uniqueness HU Errors	--	--	--
# Barcode Uniqueness Piece Errors	--	--	--
# FS Entry Facility Container Errors	--	--	--
# FS Entry Facility HU Errors	N/A	N/A	N/A
# Unlinked Copal Tray Errors	--	--	--
# Early Scheduled Ship Date Warnings	N/A	N/A	N/A
# DDU Verified USPS Transported Containers	--	--	--
# Default Tray Barcode Warnings	--	--	--
# Unlinked Copal Tray Warnings	--	--	--
# Unlinked Copal Bundle Warnings	--	--	--
Move/Update Validations - Info Only			
# COA Errors	--	--	--
Entry Point Validations - Info Only			
# eDoc/Appointment Entry Point Mismatch	--	--	--
# No Valid NPE Match	--	--	--
# Out of Date MDF Match	--	--	--

Figure 2: Mail Owner View of the Mailer Scorecard

The Mail Owners have the ability to review their mail quality results across mail service providers by logging into the Mailer Scorecard through the mail quality reports link in the Business Customer Gateway. Note: Thresholds are not provided on the Mail Owner view of the Mailer Scorecard.

Results from verifications performed throughout the month are displayed on the Mailer Scorecard and used to generate the Mail Entry Assessment Report. The Mail Entry Postage Assessment Report displays the total number of invoiceable errors—in contrast to the Mailer Scorecard, which displays ALL errors for the month.

Postage Assessment Process

Postage Assessment reports are generated at the eDoc submitter CRID level on the 11th day of the month and an email is sent to mailers' self-appointed Verification Assessment Evaluator (VAE) upon assessment of postage. If the mailer does not designate a VAE, the Business Service Administrator (BSA) defaults to having the VAE responsibilities. The first user to request a service for a location becomes the BSA of that service and is able to manage that service for any future users, controlling who can and cannot use it at that business location. See Appendix A for instructions on how to become the mailer VAE.

eDoc submitters must either pay the assessed amount upon receipt or request review of the postage assessment charges within 10 business days of the email notification. BME Acceptance employees/BMS analysts will work with the mailers who dispute the charges to resolve the issue and may request additional supporting documentation from mailers if needed. Finally, BME/BMS analysts will make a decision based on their findings and a review of the documentation provided by the mailer by the end of that month. The updated amount of postage assessed will be due three business days later.

If payment is not received within 10 business days of initial notification (or three business days after a dispute is resolved), then the Postage Assessment will be considered "Overdue." BME/BMS analysts will escalate any overdue postage to their designated Managers. If the designated Manager is unable to work with the mailer to resolve the postage review request, postage due will be escalated to Revenue and Field Accounting (RAFA) for collection.

Note: Postage Assessments will not be generated for assessments less than \$50. This \$50 is the total across all programs, not at the individual level.

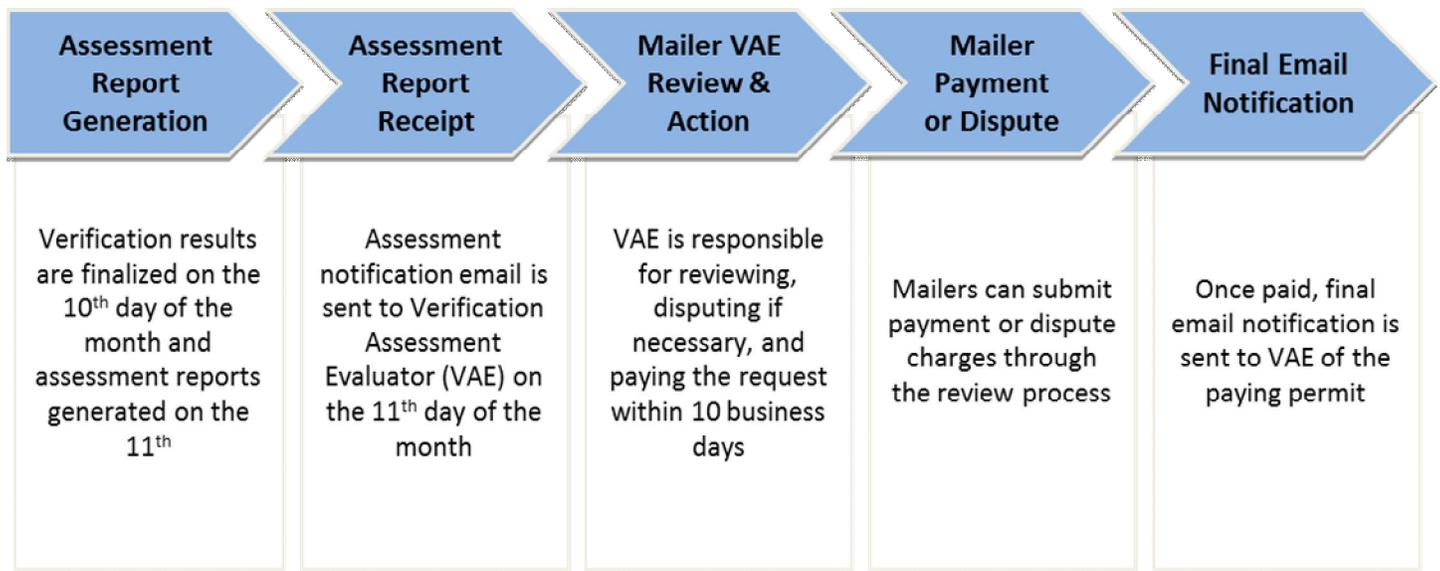


Figure 3: Postage Assessment Process

Email notifications are sent to the mailer VAE (or BSA) at each step in the assessment process.

Postage Assessment Notification

1. Postage assessment reports will be generated for mailers on the 11th day of the month with a default postage assessment status of "Unpaid."
2. An email is sent to Verification Assessment Evaluator (VAE) notifying them of the postage assessment, whether or not additional postage is due [Figure 4].
 - The VAE is an employee of the mailer who has been assigned permissions in the BCG to review the accuracy of verification assessments and pay any additional postage. A VAE should be designated for each CRID used by the mailer.
 - Future enhancements will include a link to "opt out" of zero assessment notifications.
3. Mailer reviews postage assessment summary and submits payment.
 - If the mailer makes a payment for the total assessed amount, the postage assessment status is updated to "Paid."
 - If the mailer does not make a payment within 10 days, the postage assessment will be updated to an "Overdue" status (see Overdue Postage Assessment Process below).
 - Permits associated to CRID and payment amount data are saved in the system for 6 months.
4. Once payment is made, an email notification is sent to confirm payment.
 - Any permit that is owned by the eDoc Submitter CRID and any mail owner permit that has been used as payment during the calendar month will be available to the VAE as a payment option.
 - If the MSP selects a Mail Owner permit to pay an assessment, an email notification will be sent to the Mail Owner VAE or BSA.
 - Mail Owners will have the option to opt out of future notifications.



Figure 4: Mail Entry Assessment Report Email Notification

Requesting Review

eDoc submitters who do not agree with the assessed amount have the option of requesting a review of the charges following the process outlined below. Once a review is requested the entire assessment is placed in a "review status" and mailers will not be allowed to pay the assessments for error types not being disputed until the review is finalized.

1. Mailer has 10 business days to review the assessment in order to determine the facts and produce supporting or disputing information necessary for resolution.

- Mailer requests a review for the specific error types in question
 - Postage assessment status is updated to “Review Requested.”
 - Requestor’s name, phone number, email, date, and reason for request are saved in the system.
2. USPS assigns a reviewer to the disputed assessment.
 - BMS analysts or a BME employee will check the Mail Entry Postage Assessment Management Report daily for review requests on postage assessments.
 - The Reviewer, due date, and relevant comments are saved in the system.
 - **NOTE:** If a CRID has a default BMS analyst or BME employee assigned, the system will automatically assign the postage assessment to the default analyst.
 3. BMS reviewer or BME employee will have until the end of the reconciliation month to investigate and make a decision.
 - If the additional documentation provided reduces the amount of the assessment the reviewer will adjust the additional postage due and the status will change to “pending”
 - If the additional documentation provided reduces the errors to below the established thresholds, the BMS analyst or BME employee will update postage assessment status to “Closed” and the mailer will not be charged.
 - If reviewer updated the amount or rejected the review, the postage assessment status will be updated to “Pending” and an updated Assessment Summary with Review Details will be sent to the mailer.
 - The decision is saved in the system along with the reviewer’s phone number, response, reason for decision, and revised amount (if applicable).

Overdue Assessment Resolution

Postage assessments that remain unpaid 10 business days after initial email notification, or three business days after a dispute assessment has been resolved, will be considered “Overdue.” Mailers will receive an email indicating that postage is due immediately. “Overdue” postage assessments will be communicated to Manager, BMS/BME and Manager, Mail Entry HQ who will attempt to resolve the overdue postage assessment before the end of the following month, when the matter is turned over to Revenue and Field Accounting (RAFA). RAFA will open an accounts receivable (AR) and the mailer will no longer be able to pay the assessment through *PostalOne!*.

The example below [Figure 5] provides a visual representation of the assessment timeline.

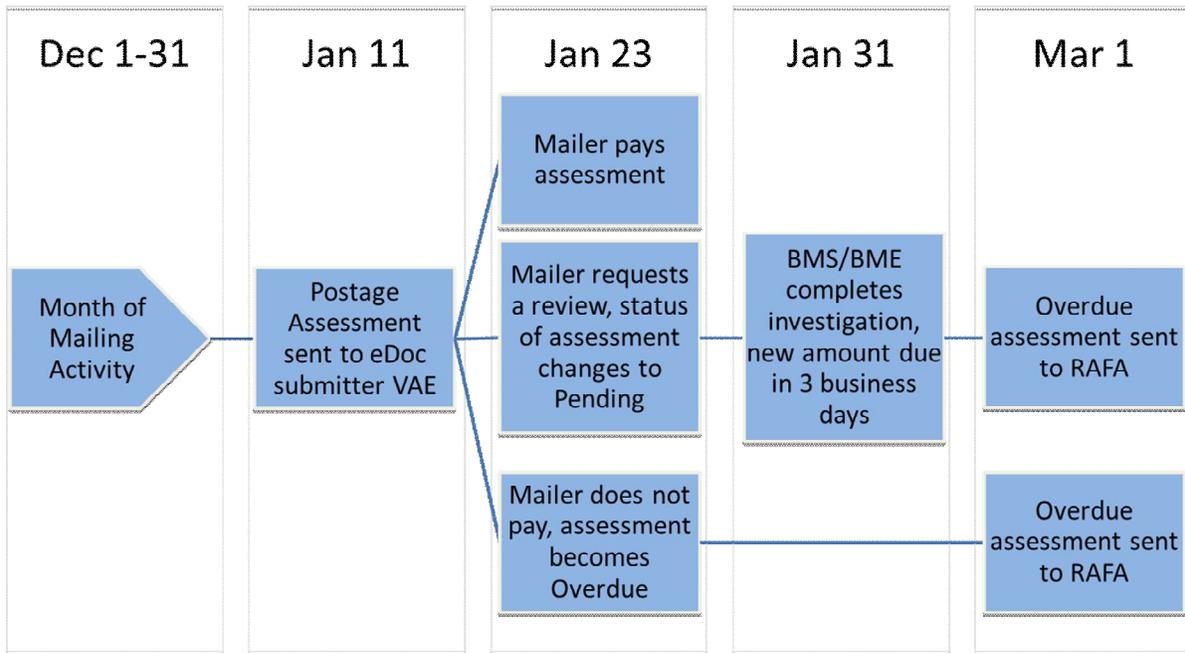


Figure 5: Mail Entry Assessment Timeline

Mail Entry Postage Assessment Report

The Mail Entry Postage Assessment is generated on the 11th of the month and is available to the Mail Service Provider through the Business Customer Gateway. The landing page of the report displays a summary of all assessments due for a calendar month. Mail Owners do not have access to view this report.

eDoc Submitter CRID	Company Name	Assessment Period	Impact from Scenics	Impact from Moved/Update	Impact from Production	Impact from Foli Service Electronic Verification	Additional Postage Due	Adjusted Additional Postage Due	Postage Due	Status	Action
20509634	AB MAILERS	February 2015	\$0.00	\$8.40	\$0.00	\$2.00	\$8.40	\$8.40	\$8.40	Pending Action	Request Review Pay
20550227	KYZ TEST COMPANY INC	January 2015	\$0.00	\$0.00	\$0.00	\$25.31	\$25.31	\$25.31	\$0.00	Paid	Paid
20550228	DEV TEST COMPANY	January 2015	\$0.00	\$0.00	\$0.00	\$14.28	\$14.28	\$14.28	\$0.00	Paid	Paid
20550231	TOMO1	January 2015	\$0.00	\$0.00	\$0.00	\$16.15	\$16.15	\$16.15	\$0.00	Paid	Paid
Total:			\$0.00	\$8.40	\$0.00	\$53.72	\$53.72	\$53.72	\$16.15		

Figure 6: Mail Entry Assessment Summary Report

When selecting the hyperlink on the CRID [Figure 6], the user is brought to the Additional Postage Assessment Detail Report [Figure 7] which will provide the piece counts and assessment amount for each error type.

POSTAGE SERVICE HOME | HELP | CUSTOMER CARE | SIGN OUT

Home > Mail Entry Additional Postage Assessment Report

Mail Entry Additional Postage Assessment Report

Please navigate to the [Microstrategy Reports](#) > Shared Reports > Mail Quality >

Date From:

Date To:

eDoc Submitter CRID	Company Name	Assessment Period
20550634	AB MAILERS	February
20550227	XYZ TEST COMPANY INC	January
20550228	DEV TEST COMPANY	January
20550231	TOMOI	January

Totals:

Additional Postage Assessment Detail Report - Google Chrome

[https://](#)

Additional Postage Assessment Detail Report

Assessment Period: February 2015 eDoc Submitter CRID: 20550634 Company Name: AB MAILERS

Postage Assessment Number	MS-INV-127627		
Postage Assessment Date	02/01/2015		
Postage Assessment Status	Pending Action		
Due Date	03/25/2015		
Customer Information			
USPS Correspondence Information			
Description			
Errors	Additional Postage Amount	Adjusted Additional Postage Amount	Assessed Error Count
Impact from Seamless	Manual Sampling	General [#]	
		Barcode Quality	
		Mail Characteristic [*]	
	Census (eDoc) Delivery Point		
	Census (MPE) Nesting/Sortation		
	Impact from Undocumented		

Status:

Dist	Status	Action
\$8.40	Pending Action	Request Review Pay
\$0.00	Paid	Paid
\$0.00		

Figure 7: eDoc Submitter CRID Hyperlinks to Additional Postage Assessment Detail Report

Additional Postage Assessment Detail Report			
Assessment Period: February 2015		eDoc Submitter CRID: 20500634	Company Name: AB MAILERS
Postage Assessment Number	MS INV 127627		
Postage Assessment Date	02/01/2015		
Postage Assessment Status	Pending Action		
Due Date	03/25/2015		
Customer Information			
USPS Correspondence Information			

Errors		Additional Postage Amount	Adjusted Additional Postage Amount	Assessed Error Count	Assessed Error or PAF (%)
Impact from Seamless	General [Ⓢ]				
	Manual Sampling				
	Barcode Quality				
	Mail Characteristic [Ⓢ]				
	Census (eDoc) Delivery Point				
	Census (MPE) Nesting/Sortation				
	Impact from Undocumented				
	Impact from Move/Update	\$8.40	\$8.40	120	1.27%
Impact from Induction	Duplicate Barcode				
	Entry Point Discount				
	Extra Containers				
	Labeling / Int				
	Payment				
	Zone Validation				
Impact from Full Service Electronic Verification	Mailer ID Container				
	Mailer ID Tray				
	Mailer ID Piece				
	Service Type ID				
	By/For				
	Unique Container Barcode				
	Unique Tray Barcode				
	Unique Piece Barcode				
Co-Labelization					
	Entry Facility Container				
	Entry Facility Tray				
Additional Postage Amount [Ⓢ]			\$8.40		
Adjusted Additional Postage Amount [Ⓢ]			\$8.40		
Postage Due			\$8.40		
Account Number					

* = Extra Container charge was entered by USPS personnel.
† = Pending Review.
= Includes Nesting/Sortation, Postage and Weight errors.
+ = Includes Processing Category Errors, Ineligible for Non-Profit rates and Ineligible for Standard rates.
† = Paid.
Ⓢ - The Additional Postage Amount for each error type may add up to more than total Additional Postage Amount if there are multiple error types impacting the same piece.
^ = The Adjusted Additional Postage Amount for each error type may add up to more than total Additional Postage Amount if there are multiple error types impacting the same piece.

Totals shown here are the invoiceable errors only, while the Mailer Scorecard displays ALL errors

Figure 8: Mail Entry Assessment Detail Report

Once the Assessment Detail Report is displayed, Mail Service Providers will have the ability to drill down from hyperlinks displayed on the error count and assessment amount totals to see the mail owners who contributed to the errors that caused the threshold to be exceeded. Unlike the summary, this will include all errors—not only the invoiceable errors—for the month displayed at a percentage and piece count level [Figure 9]. This will allow Mail Service Providers to identify the top offenders at the mail owner level in order to reallocate the assessment amounts back to the individual mail owners.

Additional Postage Assessment Detail Report		eDoc CRID: 20549548	Company Name: ABC Company
Invoice Number	MS-INV-125752		
Invoice Date	12/01/2014		
Invoice Status	Pending Action		
Due Date	02/18/2015		
Customer Information			
USPS Correspondence Information			
Description			
Errors	Additional Postage Amount	Adjusted Additional Postage Amount	Assessed Error Count
Impact from Seamless			
Manual Sampling			
General [®]			
Barcode Quality			
Mail Characteristic [™]			
Census (eDoc) Delivery Point			
Census (MPJ) Nesting/Sortation			
Impact from Undocumented			
Impact from Move/Update			
Impact from eRedaction			
Duplicate Barcode			
Entry Point Discount			
Extra Containers			
Labeling List			
Payment			
Zone Validation			
Impact from Full Service Electronic Verification			
Mailer ID Container	\$2.70 ~	\$2.70	176
Mailer ID Tray	\$10.45 ~	\$10.45	101
Mailer ID Piece	\$13.90 ~	\$13.90	8,278
Service Type ID	\$13.45 ~	\$13.45	7,809
HyFor	\$33.68 ~	\$33.68	28,574
Unique Container Barcode			
Unique Tray Barcode			
Unique Piece Barcode			
Co-Pollitization			
Entry Facility Container			
Entry Facility Tray			
Additional Postage Amount [®]		\$40.82	
Adjusted Additional Postage Amount [™]		\$40.82	
Postage Due		\$40.82	
Account Number			

Figure 9: Viewing Assessed Errors by Mail Owner CRID

Verification Assessment Evaluator (VAE)

Mailers should designate a Verification Assessment Evaluator (VAE) for each CRID and all permits associated with that CRID through the USPS Business Customer Gateway. Multiple VAE users can be assigned per CRID. The VAE will be responsible for reviewing and paying or requesting a USPS review of postage assessments. The VAE may also gain access to Mail Quality and Postage Assessment Reports upon request.

If a mailer does not designate a VAE, the Business Service Administrator (BSA) defaults to having the VAE responsibilities (See BCG presentation at this link for more information <https://ribbs.usps.gov/index.cfm?page=intellmailgateway>). The first user to request a service for a location becomes the BSA of that service and is able to manage that service for any future users, controlling who can and cannot use it at that business location. See the Appendix for instructions on how to become the mailer VAE.

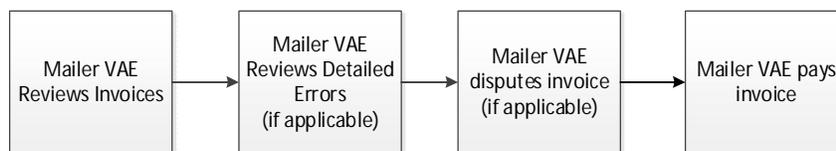


Figure 10: Mailer VAE Steps in the Postage Assessment Process

Mailer VAE Reviews Postage Assessment

The Mail Entry Assessment Summary report provides mailers with details on specific postage assessments and allows the mailer to take action such as Review Requests and/or Pay Postage Due.

1. The designated Mailer VAE is alerted of postage due via an automated postage assessment notification email when a postage assessment is generated:

Subject: eDoc Submitter Postage Assessment for Mail Quality Errors: 1st Notice

(Body)

United States Postal Service
eDoc Submitter Postage Assessment for Mail Quality Errors: 1st Notice

CRID: 94539986
Name: Mailing Company A
Address: 123 Main Street
Dallas, TX 75201

You are receiving this notification to inform you that your company owes no additional postage due over the last calendar month, while participating in the Full Service, eInduction, and/or Seamless Acceptance program(s).

Postage Assessment Date: August 11, 2014
Postage Assessment Month: JULY 2014
Total Postage Due: \$0.00

To view the detailed mail entry postage assessment information on Microstrategy Reports please click [here](#) and go to Shared Reports > Mail Quality (eDOC Submitter) > Postage Assessment Summary Report (eDoc Submitter)

2. Mailer VAE can click on the link in the email or navigate to the Business Customer Gateway and log in with their user credentials:

UNITED STATES POSTAL SERVICE® Business Customer Gateway

Save time
with automation, online ordering and online tools

Save money
with Automation Discounts and USPS Incentive Programs

Start mailing
"My order arrived the day before I expected, in perfect condition!"

Sign In

Username

Password

[Forgot password?](#)

Not a registered USPS Business Customer?

3. Mailer VAE selects "Mailing Services" option from BCG left sidebar and then click on the green "Go to Service" button next to Mailing Reports (PostalOne!):

Mailing Services

Mailing services help you deliver letters and flat mail pieces.

Mailing online services will help you manage day-to-day activities from design and preparation of your mail to tracking your mailings in the mail stream. The services currently available are listed below. You may access them directly from here that you have been approved for and request access to those you do not.

Your Locations:
All Locations

Automated Business Reply Mail more info >	GO TO SERVICE
Balance & Fees (PostalOne!) more info >	GO TO SERVICE
Customer Label Distribution System (CLDS) more info >	GO TO SERVICE
Customer/Supplier Agreements (CSAs) more info >	GO TO SERVICE
Dashboard (PostalOne!) more info >	GO TO SERVICE
Electronic Data Exchange (PostalOne!) more info >	GO TO SERVICE
Every Door Direct Mail more info >	GO TO SERVICE
Incentive Programs more info >	GO TO SERVICE
Intelligent Mail Small Business (IMsb) Tool more info >	GO TO SERVICE
Mailer ID more info >	GO TO SERVICE
Mailing Reports (PostalOne!) more info >	GO TO SERVICE
Manage Permits (PostalOne!) more info >	GO TO SERVICE
Postal Wizard (PostalOne!) more info >	GO TO SERVICE
Schedule a Mailing Appointment (FAST) more info >	GO TO SERVICE

4. Mailer VAE selects "Mail Entry Additional Postage Assessment Report":

UNITED STATES POSTAL SERVICE®

HOME | HELP | CUSTOMER CARE | SIGN OUT

Manage Mailing Activity

- Home
- Summary
- Balance and Fees
- Postal Wizard
- Electronic Data Exchange
- Mailing Reports
- Dashboard
- Manage Permits
- IMsb Tool
- e-VS Customer
- Mailer ID Report
- e-VS Monthly Account and Sampling Summary
- eVS/PRS Dashboard

Mailing Reports

- View Transactions
- Pending Postage Statements
- Statement of Ownership
- Induction Activity Report (eInduction)
- Electronic Verification Activity (EVS)
- Parcel Return Service (PRS)
- BRM Invoice Detail Report
- Customer MRS Detail Report
- Customer MRS Summary Report
- eInduction Quick Status Report
- Mail Entry Additional Postage Assessment Report**
- Mailing Summary Report
- Mail Quality Reports
- Mailer Scorecard
- Issue Level Postage Statement
- Publication Report
- View Periodical Transactions
- View Historical Permit Transactions
- Carbon Accounting Statement
- Tech Credit Report
- ORBM Verification Assessment Report
- ORBM Additional Postage Due Report

5. Mailer VAE can search for postage assessment by entering the eDoc submitter CRID and/or date range (if left blank, assessments for all CRIDs to which the user has VAE access will appear), then click "Execute Search":

Home > Mail Entry Invoice Summary Report

Mail Entry Additional Postage Assessment Report

Please navigate to the [Microstrategy Reports](#) > Shared Reports > Mail Quality > Mail Quality (eDoc Submitter) > Invoice Summary Report (eDoc Submitter) to see the detailed mailer entry invoice information.

Mail Entry Invoice Summary Report Search

Date From: February 2014
Date To: February 2014

eDoc CRID:
Mailing Group ID:
Mail Job:

Execute Search

LEGAL: Privacy Policy, Terms of Use, FQA, No FEAR Act EEO Data

ON USPS.COM: Government Services, Buy Stamps & Shop, Print a Label with Postage, Customer Service, Site Index

ON ABOUT.USPS.COM: About USPS Home, Newsroom, Mail Service Updates, Forms & Publications, Careers

OTHER USPS SITES: Business Customer Gateway, Postal Inspectors, Inspector General, Postal Explorer

6. Review assessment amounts:

UNITED STATES POSTAL SERVICE®

HOME | HELP | CUSTOMER CARE | SIGN OUT

Home > Mail Entry Invoice Summary Report

Mail Entry Additional Postage Assessment Report

Please navigate to the [Microstrategy Reports](#) > Shared Reports > Mail Quality > Mail Quality (eDoc Submitter) > Invoice Summary Report (eDoc Submitter) to see the detailed mailer entry invoice information.

Mail Entry Invoice Summary Report Search

Date From: June 2014
Date To: June 2014

eDoc CRID: 20400417, 20400486, 20400573, 20488982
Mailing Group ID:
Mail Job:
Status: All - Include all Statuses

Execute Search

28 records found, displaying 28 to 28
[First](#) [Prev](#) [1](#) [2](#) [Next](#) [Last](#)

Responsible CRID	Invoice Period	Impact from Seamless	Impact from Move/Update	Impact from elnduction	Impact from Full Service Electronic Verification	Total Postage Impact	Status	Action
20488982	June 2014	\$165.00	\$15.00	\$108.75	\$206.70	\$495.45	Pending Action	Request Review Pay
20489205	June 2014	\$22.00	\$2.00	\$14.50	\$27.56	\$66.06	Pending Action	Request Review Pay
20537479	June 2014	\$11.00	\$1.00	\$7.25	\$13.78	\$33.03	Pending Action	Request Review Pay

7. If there is a disagreement on the amount, select Request Review:

UNITED STATES POSTAL SERVICE®

HOME | CUSTOMER CARE | SIGN OUT

Home > Mail Entry Invoice Summary Report

Mail Entry Additional Postage Assessment Report

Please navigate to the [Microstrategy Reports](#) > Shared Reports > Mail Quality > Mail Quality (eDoc Submitter) > Invoice Summary Report (eDoc Submitter) to see the detailed mailer entry invoice information.

Mail Entry Invoice Summary Report Search

Date From: December 2013
Date To: March 2014

eDoc CRID: 94539906
Mailing Group ID:
Mail Job:

Execute Search

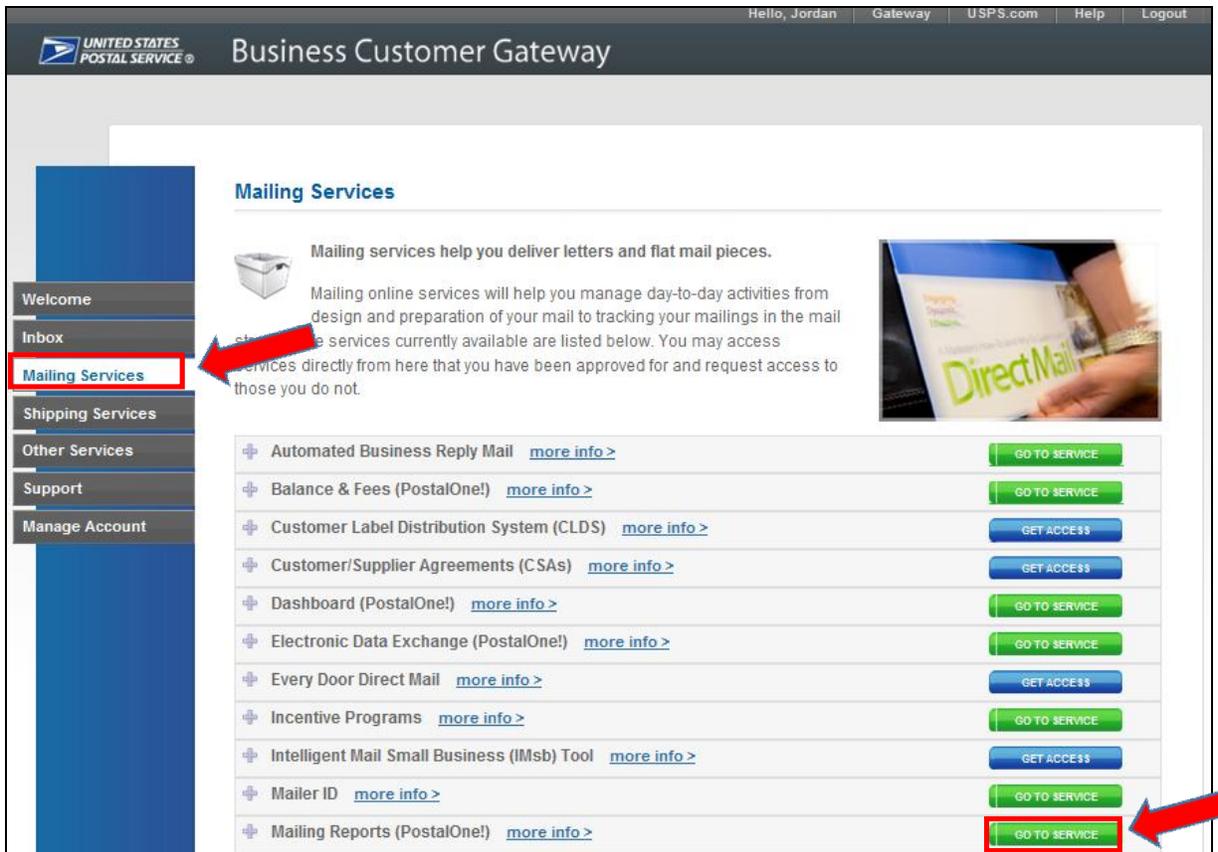
One record found

Responsible CRID	Invoice Period	Impact from Sampling	Impact from Processing	Impact from Indocumented	Impact from elnduction	Impact from Full Service Electronic Verification	Total Postage Impact	Status	Action
94539906	March 2014	\$0.00	\$0.00	\$0.00	\$0.00	\$1,597.96	\$1,597.96	Past Due	Request Review Pay

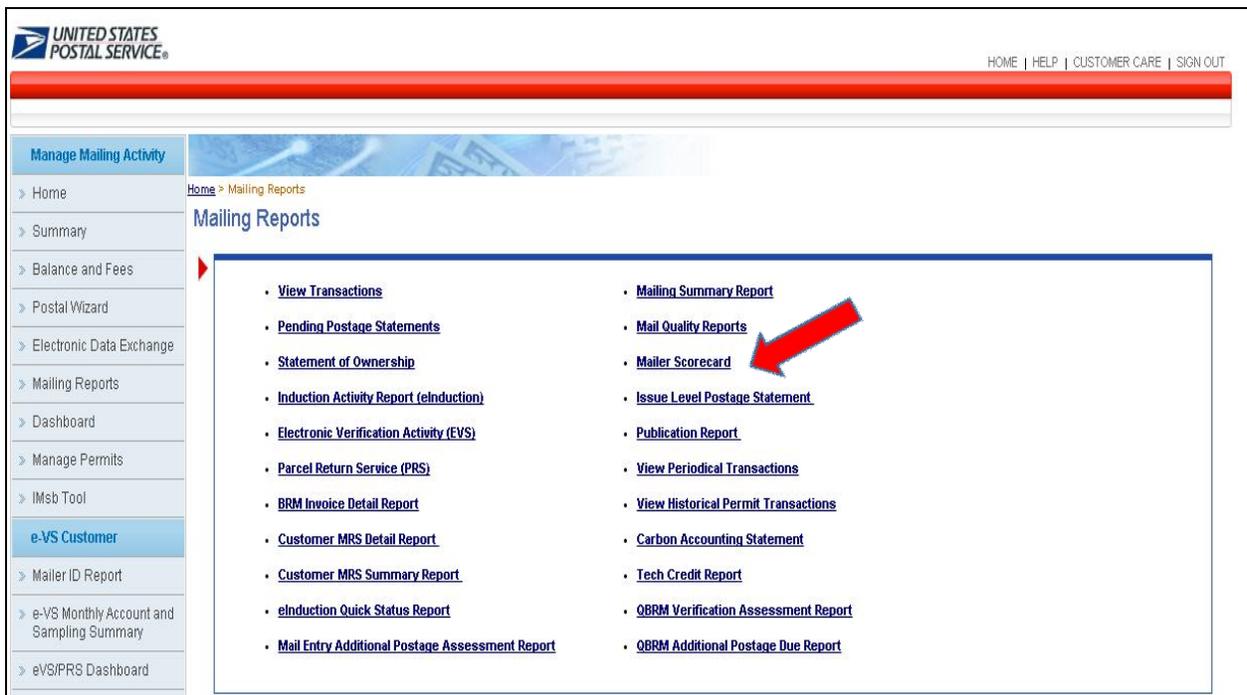
Mailer VAE Reviews Detailed Errors (if applicable)

Detailed errors are capped at 100 errors for a Mail Owner and error category. For complete detailed errors, refer to RIBBS under Intelligent Mail Services, Latest News [<https://ribbs.usps.gov/index.cfm?page=intellmaillatestnews>]. Detailed error data will be available to mailers through the MicroStrategy reports. Mailers are able to access MicroStrategy reports through the BCG in order to review detailed error data if they are in disagreement with the assessment amounts or errors.

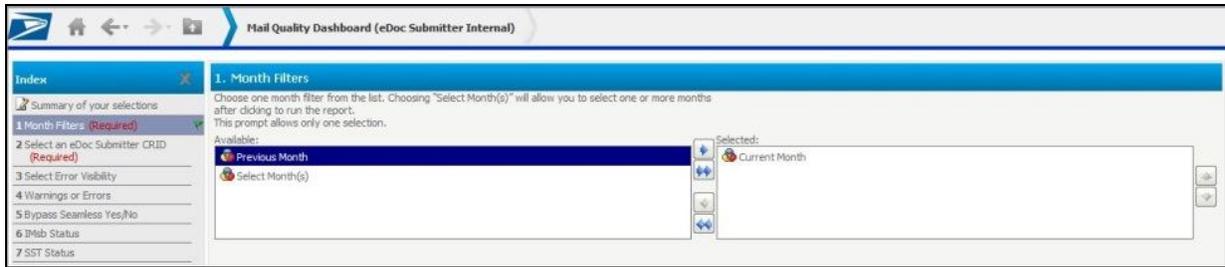
1. Select "Mailing Services" option from BCG left sidebar to display Mailing Services options and then click on the green "Go to Service" button next to Mailing Reports (PostalOne!):



2. Click on the link for "Mailer Scorecard" to access Mailer Scorecard:

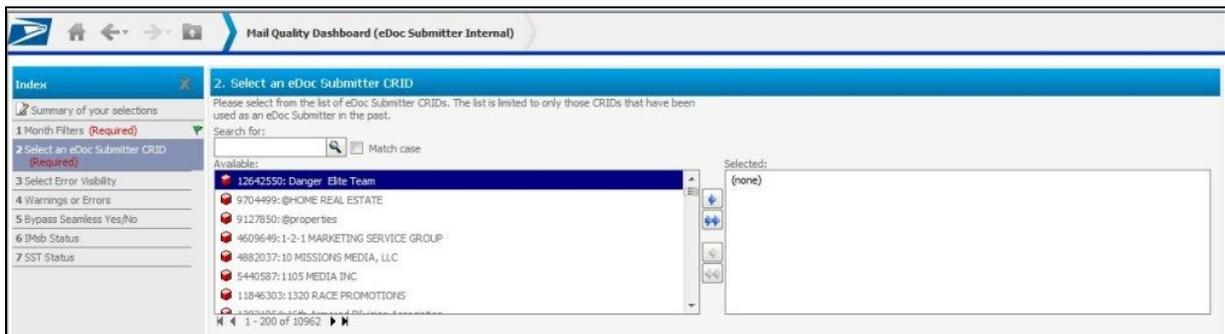


- Select month(s) to review from the Month Filter by clicking on the arrow key to move desired month to the “Selected” box. Filter to only show postage assessments generated during selected time period:



- Select eDoc submitter CRID(s) to display only postage assessments associated to mailer under investigation. To select CRID(s):

- Enter eDoc submitter CRID in Search for box
- Click on the icon
- Select CRID from Available results
- Click on the arrow key to move selected month to the selected box
- Click 'Run Document' at bottom of screen



- To view error data, click the appropriate tab for the error type you are reviewing:

- Full-Service information is in the Electronic Verification tab
- Move Update information is in the Electronic Verification tab
- Seamless Acceptance information is in the Seamless tab
- eInduction information is in the eInduction tab



- To view error details, right click on CRID and select "Drill" then "View Error Details by Error Type":

Mailer Scorecard MARCH 2015

UNITED STATES POSTAL SERVICE®

Execution Time: 3/16/2015 1:31:06 PM

Verifications

Mailer Profile | Electronic Verification | eInduction | Seamless | SPM Exclusions

Metrics | # Trending | % Metrics | % Trending

Electronic Verification

eDoc Submitter	Total	%
# Containers processed for eDoc validations	12	123
# Handling Units processed for eDoc validations	51	
# Bundles processed for eDoc validations	27	
# Pieces processed for eDoc validations	9,526	
# Full-Service Containers processed for eDoc validations	12	
# Full-Service Handling Units processed for eDoc validations	5	
# Full-Service Orphan Handling Units processed for eDoc validation	1	
# Full-Service Pieces processed for eDoc validations	8,714	N/A
Full-Service Verifications		
# MID Container Errors	1	1
# MID HU Errors	39	39
# MID Piece Errors	22,698	22,698
# STD Errors	--	--
# By/For Errors	45,970	45,970
# Barcode Uniqueness Container Errors	574	574
# Barcode Uniqueness HU Errors	--	--
# Barcode Uniqueness Piece Errors	4	4
# FS Entry Facility Container Errors	--	--
# FS Entry Facility HU Errors	N/A	N/A
# Unlinked Copal Tray Errors	N/A	N/A
Total Additional Postage Due (Full-Service Electronic) - Info Only	--	--
# Early Scheduled Ship Date Warnings	N/A	N/A
# DMU Verified USPS Transported Containers	--	--
# Default Tray Barcode Warnings	--	--
# Unlinked Copal Tray Warnings	N/A	N/A
# Unlinked Copal Bundle Warnings	13	13
Move/Update Validations - Info Only		
Type of Move/Update verification	N/A	Manual
# COA Errors	--	N/A
Total Additional Postage Due (Move/Update) - Info Only	--	N/A
Entry Point Validations - Info Only		
# eDoc/Appointment Entry Point Mismatch	38	38
# No Valid MDF Match	--	--
# Out of Date MDF Match	--	--
eDoc Nesting/Sortation Validations - Info Only		
# Entry Facility Container Errors	5	5
# CSA Container Errors	--	--
# Minimum Piece Count/Weight Bundle Errors	--	--

Legend

Exceeds Threshold
If a metric exceeds the threshold, both the # and % values are highlighted.

N/A is displayed when no mailings meet this metric

-- is displayed when mailings meet this metric, but there are no errors/volume attributed

0 is displayed when the value is less than 0.5 and is rounded down to 0

View Thresholds

Export All to Excel

Export All to PDF

Mailer VAE Requests Review of Postage Assessment (if applicable)

Mailers can request review of any postage assessment with which they disagree but must provide documentation to support their dispute. Upon initiating the review process, the mailer will have the option to select which individual errors they would like the USPS to review. If a review is requested the entire assessment will be placed in review status.

- Mailer VAE should click on "Request Review" in the Action column next to the postage assessment they would like the USPS to review. Note: If the mailer agrees with the assessment amount, skip these steps and follow the guidance in the next section entitled "Mailer VAE Pays Postage Assessed."

UNITED STATES POSTAL SERVICE®

HOME | CUSTOMER CARE | LOGIN/OUT

State: Mail Entry Invoice Summary Report

Mail Entry Additional Postage Assessment Report

Please navigate to the [Microstrategy Reports](#) > Shared Reports > Mail Quality > Mail Quality (eDoc Submitter) > Invoice Summary Report (eDoc Submitter) to see the detailed mailer entry invoice information.

Mail Entry Invoice Summary Report Search

Date From: December 2013 | Date To: March 2014 | eDoc CRID: 9453998 | Mail Job: | Mailing Group ID: | Execute Search

One record found

Responsible CRID	Invoice Period	Impact from Seaming	Impact from Processing	Impact from Undocumented	Impact from eInduction	Impact from Full Service Electronic Verification	Total Postage Impact	Status	Action
9453998	March 2014	\$0.00	\$0.00	\$0.00	\$0.00	\$1,587.96	\$1,587.96	Past Due	Request Review Pay

- To initiate a review process, select errors to be reviewed by checking the checkbox next to the error, entering the following required information and clicking "Submit:"
 - Contact name
 - Email
 - Phone Number
 - Reason for Requesting Review

Note: Once the postage assessment review has been requested, the assessment status is updated to "Dispute Pending" in *PostalOne!* and BMS/BME will contact VAE when review has been performed.

Mailer VAE Pays Assessed Postage

Mailers are required to pay assessed postage within 10 business days of postage assessment. Once the mailer receives review results for any errors under review, the assessed portion must be paid within three business days.

- Select action for postage assessment to be paid by clicking on "Pay" next to postage assessment:

Responsible CRID	Invoice Period	Impact from Sampling	Impact from Processing	Impact from Undocumented	Impact from Production	Impact from Full Service Electronic Verification	Total Postage Impact	Status	Action
94539986	March 2014	\$0.00	\$0.00	\$0.00	\$0.00	\$1,597.96	\$1,597.96	Past Due	Request Review Pay

2. To allocate postage assessment amounts to permits:
 - Select the location where the desired permit is located from the "Location" drop down menu
 - Select the desired permit from the "Permit" drop down menu
 - Enter the amount to pay in the "Amount (\$)" field
 - Click "Add." Permits and amounts allocated will show up in the table after you press "Add."

Repeat these steps if you wish to utilize more permits and additional amounts until all amounts/permit combinations have been entered.

Note: Mailer may split payment of assessment and distribute across any associated permit.

Confirm Payment

* indicates a required field.

* Location: AUTOMATED MAILING SYSTEMS of WASHINGTON, DC (20260-0004) ▼

* Permit: PI 168 (ARTS COUNCIL OF THE BLUE RIDGE) ▼

* Amount (\$): 100 [Add](#)

Permit	Amount	Action
PE 16921 (CHURCH SOLUTIONS)	\$5.00	Remove
PE 325 (LOOKING FIT)	\$5.00	Remove
PI 2025 (ETR_80195_PERMIT)	\$100.00	Remove
PI 168 (ARTS COUNCIL OF THE BLUE RIDGE)	\$100.00	Remove

Subtotal: \$210.00

Total payment needed: \$26,784.79

Balance: \$26,574.79

3. Review permit allocations and confirm payment:
 - Review permit allocations entered by looking at the table below.
 - If an allocation was made incorrectly, click "Remove" next to the incorrect amount to remove payment and add new payment.
 - Click "Confirm" once all allocations have been verified to complete payment.

Confirm Payment

* indicates a required field.

* Location: AUTOMATED MAILING SYSTEMS of WASHINGTON, DC (20260-0004) ▼

* Permit: PI 168 (ARTS COUNCIL OF THE BLUE RIDGE) ▼

* Amount (\$): 100 [Add](#)

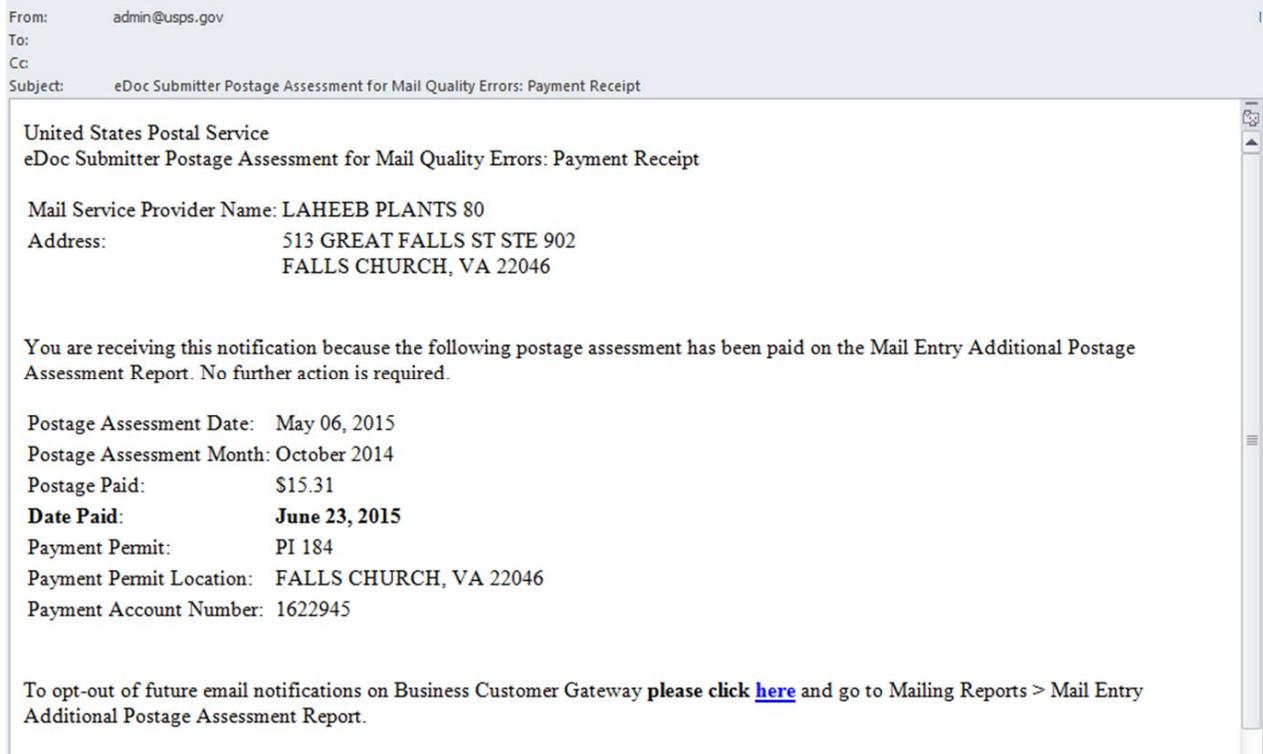
Permit	Amount	Action
PE 16921 (CHURCH SOLUTIONS)	\$5.00	Remove
PE 325 (LOOKING FIT)	\$5.00	Remove
PI 2025 (ETR_80195_PERMIT)	\$100.00	Remove
PI 168 (ARTS COUNCIL OF THE BLUE RIDGE)	\$100.00	Remove

Subtotal: \$210.00

Total payment needed: \$26,784.79

Balance: \$26,574.79

4. Mail Service Providers can request that an additional permit be added as a payment option:
 - This functionality will be added to select internal (i.e., USPS) users with administrative rights.
 - They will have the ability to search all permits across the country and add the selected one to the drop down list of permits.
 - This will allow an additional permit to be included as a payment option for the assessment.
5. Mail owners will receive an automatically generated email when their permit is used to pay for an assessment.



Assessment Transactions

Once the assessment is paid, mailers can access the transaction history for their permits to view the adjustments associated with Mail Entry Postage Assessments either through the Business Customer Gateway (BCG) or in the Centralized Account Payment System (CAPS). These transactions will display as an adjustment in the transaction reports. Adjustments in the BCG will contain a note in the comments with the Mail Entry Assessment-program type (Full-Service, Move Update, eInduction, Seamless), and the two digit month and year that the eDoc submitter CRID was assessed. For example, "eInduction 01 15" refers to a postage assessment for eInduction errors above threshold assessed in January 2015. Adjustments in CAPS will contain these comments in the Customer Reference field. The following are the comments that may display:

- Full-Service 01 15 ADJ
- Move Update 01 15 ADJ
- eInduction 01 15 ADJ
- Seamless 01 15 ADJ

The steps below outline how a mailer can access their transaction history through either portal.

Viewing Paid Assessment Transactions through the Business Customer Gateway

Mail Service Providers and Mail Owners can view transactions that have been processed against their permits by logging into the BCG, selecting "Mailer Services" on the left-hand navigation panel, and choosing "Mailing Reports" by selecting the green "Go To Service" button on the right. Then, select "View Transactions," as shown below:

The screenshot shows the United States Postal Service Business Customer Gateway interface. The top navigation bar includes 'HOME | HELP | CUSTOMER CARE | SIGN OUT'. The left-hand navigation panel lists various services, with 'Mailing Reports' selected. The main content area is titled 'Mailing Reports' and contains a list of links. A red arrow points to the 'View Transactions' link. Other links include 'Mailing Summary Report', 'Mail Quality Reports', 'Mail Quality Scorecard', 'Mail Scorecard', 'Issue Level Postage Statement', 'Publication Report', 'View Periodical Transactions', 'View Historical Permit Transactions', 'Carbon Accounting Statement', and 'Tech Credit Report'. Below this, there is a 'Full Service' section with links for 'Data Distribution/Informed Visibility Dashboard', 'Push Subscription Profile', and 'Full Service Seamless Acceptance Failure Jobs'.

Clicking on View Transactions will display all transactions performed against the permit account (with the option of viewing adjustments only), as shown below:

The screenshot shows the 'View Transactions' page in the BCG. The top navigation bar includes 'HOME | HELP | CUSTOMER CARE | SIGN OUT'. The breadcrumb trail is 'Home > Mailing Reports > View Transactions'. The page title is 'Transactions'. Below the title, there is a note: 'The date range for any search must be 125 days or less. Transactions only appear on this report for 1 year and 1 month after the transaction date. If you need to retain this data for a longer period of time, please download the data while it is available and store the information on your computer.' Below this is a search form with the following fields: Location (All Locations), Transaction Type (Adjustments), Account Type (All), Permit / Pub Number (starts with), Customer Reference Number, Start Date (03/13/2015), and End Date (03/13/2015). A 'SEARCH' button is located to the right of the search form. Below the search form, there is a message: 'If you encounter an error or slow performance during a search, please try the following: Enter a value, select an option, and/or reduce the date range of the search.' Below this is a table of 'Transactions Search Results' with a 'DOWNLOAD' link in the top right corner. The table has the following columns: Account #, Permit / Pub CRID, PO of Permit, PO of Mailing Date, Tran Type, Psto Stmt #, Job ID, Cust Ref #, CAPS Tran #, Beginning Balance, Amount, Ending Balance, Pieces, Verifications, and User Details. The table contains four rows of transaction data.

Account #	Permit / Pub CRID	PO of Permit	PO of Mailing Date	Tran Type	Psto Stmt #	Job ID	Cust Ref #	CAPS Tran #	Beginning Balance	Amount	Ending Balance	Pieces	Verifications	User Details
1402444	MT 3 20490409	ANNISTON, AL	ANNISTON, AL	03/13/2015 Adjustment	N/A	N/A	N/A	N/A	\$40.00	-1,208.00	-\$1,168.00			DN
1624902	MT 80000 20488811	ARLINGTON, VA	ANNISTON, AL	03/13/2015 Adjustment	N/A	N/A	N/A	N/A	\$0.00	-1,113.00	\$0.00			DN
1625322	PI 230 20400393	DES MOINES, IA	DES MOINES, IA	03/13/2015 Adjustment	N/A	N/A	N/A	N/A	\$10,000,000.00	-174.57	\$9,999,825.43			SKD
10293	PI 172 4432968	ANNISTON, AL	ANNISTON, AL	03/13/2015 Adjustment	N/A	N/A	N/A	2015031310390000A	Debit	-18.00	Debit			SKD

In the example shown below, payment was made for an eInduction assessment in January 2015.

Account Information			
Account Number:	1625322	Current Balance:	\$9,999,825.43
Permit:	R 230	Contact:	poneDev poneDev
Company:	ABC Company	Phone Number:	765-125-8899
Address:	56 DURLANVILLE RD SARATOGA SPOS, NY 12866-9020	Finance Number:	16-2412
Where Issued:	n/a		
Comments:	Created using Create Permit web service request		

Adjustment Transaction

Transaction Number: 201507210515656A
Date of Adjustment: 03/13/2015

Referenced Trans. Number: N/A Referenced Trans. Date: N/A

Beginning Balance:	\$10,000,000.00
Amount of Adjustment:	-\$174.57
New Balance:	\$9,999,825.43

Reason: Additional Postage
Comments: eInduction 01 15 Adj
AIC: 113
Postage Type:
Mail Class:
Number of Pieces:
Location: None Chosen
Clerk's Initials: SKD

Viewing Paid Assessment Transactions through the Centralized Account Processing System (CAPS)

To view detailed CAPS transactions, customers log into the CAPS system and navigate to "Account Inquiry," enter the account number and password, and click "Get CAPS Account Information."

CAPS
Centralized Account Processing System

CAPS Home Overview Services and Support FAQ **Account Inquiry** Account Inquiry Help Forms

Account Inquiry

System Bulletin (Last Update: Sunday, January 12, 2014)

Account Number	<input type="text"/>
Password	<input type="text"/>
Activity Type	Transaction History - by transaction USPSCA # <input type="text"/>
Start Date (MMDDYY)	<input type="text"/>
End Date (MMDDYY)	031815
Results	View in the browser <input type="text"/>

Get CAPS Account Information Reset

The CAPS transaction summary report will include comments in the customer reference field explaining that the debited amount was associated with the Mail Entry Postage Assessment.

Account: 11593
Customer Name: PERRY JUDD'S INCORPORATED
Balance: \$225,114.73 as of 02/05/2015 03:07:07 PM Central
Date Range: 02/04/2015 thru 02/04/2015
Sorted by: Transaction

Transaction Number	Date	City	State	Permit#/USPSCA#	Type	Class	Pieces	Spoil/Damg	Mail Class	Transaction Amt	Balance	Customer Ref / Reason Co
2015020408220100A	02/04/2015	BARABOO	WI		226 PI					\$1.15	\$226,827.76	Job ID 30491302
2015020408310900A	02/04/2015	BARABOO	WI		226 PI					\$578.37	\$226,249.39	reinduction 01 15 Adj
2015020411550100A	02/04/2015	BARABOO	WI		226 PI					\$1,093.33	\$225,156.06	NA
2015020412004502A	02/04/2015	BARABOO	WI		226 PI					\$41.33	\$225,114.73	Amerimark 80278301

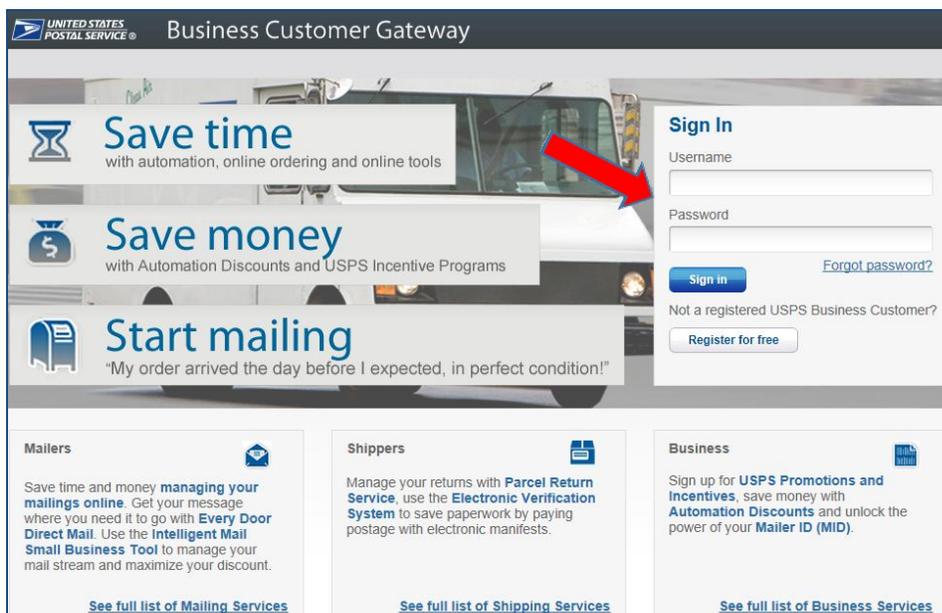
Date Range Summary

Start Date	02 / 04 / 2015		
Opening Balance	\$226,828.91		
Ending Date	02 / 04 / 2015		
Closing Balance	\$225,114.73		
Total Transactions	4		
Withdrawals	0 For	\$0.00	
Deposits	0 For	\$0.00	
Other	4 For	\$1,714.18	

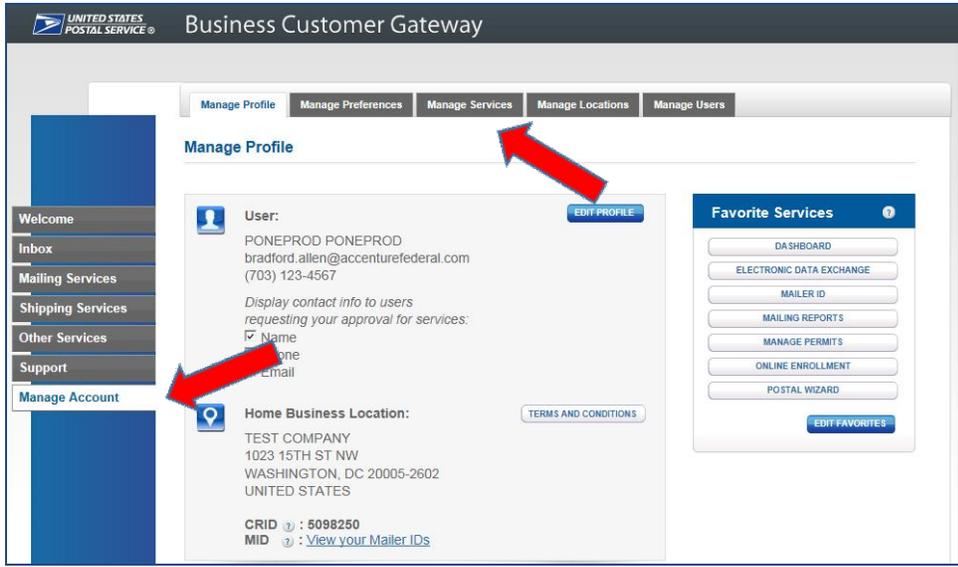
This allows Mail Service Providers and Mail Owners visibility into adjustments that have been made against their permits in relation to Mail Entry Postage Assessments.

Appendix A: How the Mailer VAE Requests Access

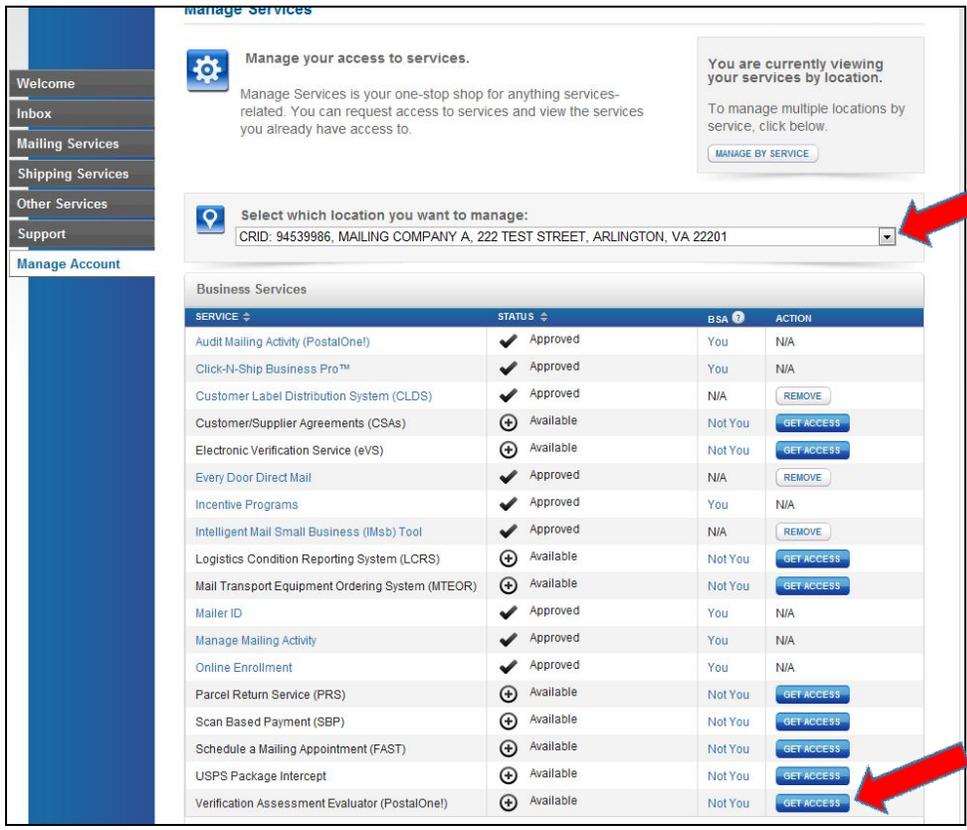
1. The person designated to become the VAE for their business signs into Business Customer Gateway by navigating to <https://gateway.usps.com> and logging in with their Mailer credentials:



- VAE candidate selects "Manage Account" from the left side bar and "Manage Services" from the top menu to make changes to the account:



- VAE candidate then selects the desired CRID from the dropdown menu and clicks "Get Access" next to Verification Assessment Evaluator to request access:



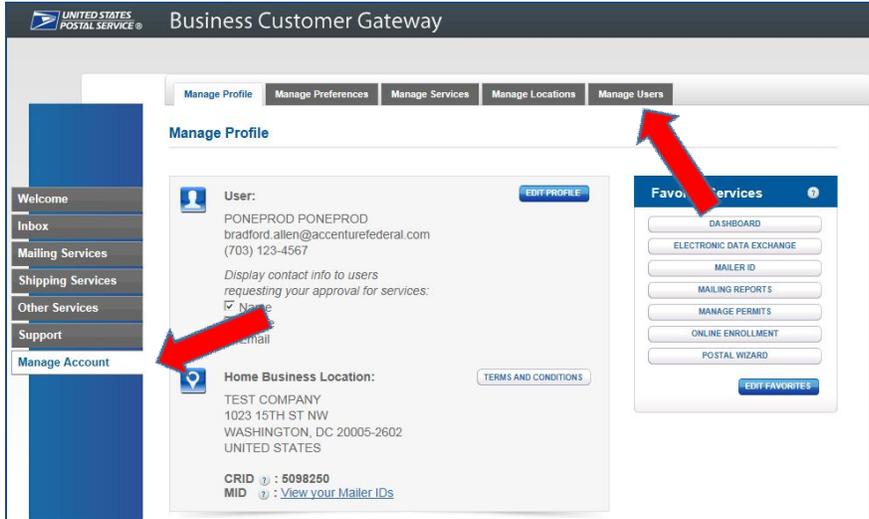
- The status of the VAE request will be updated to "Pending BSA":



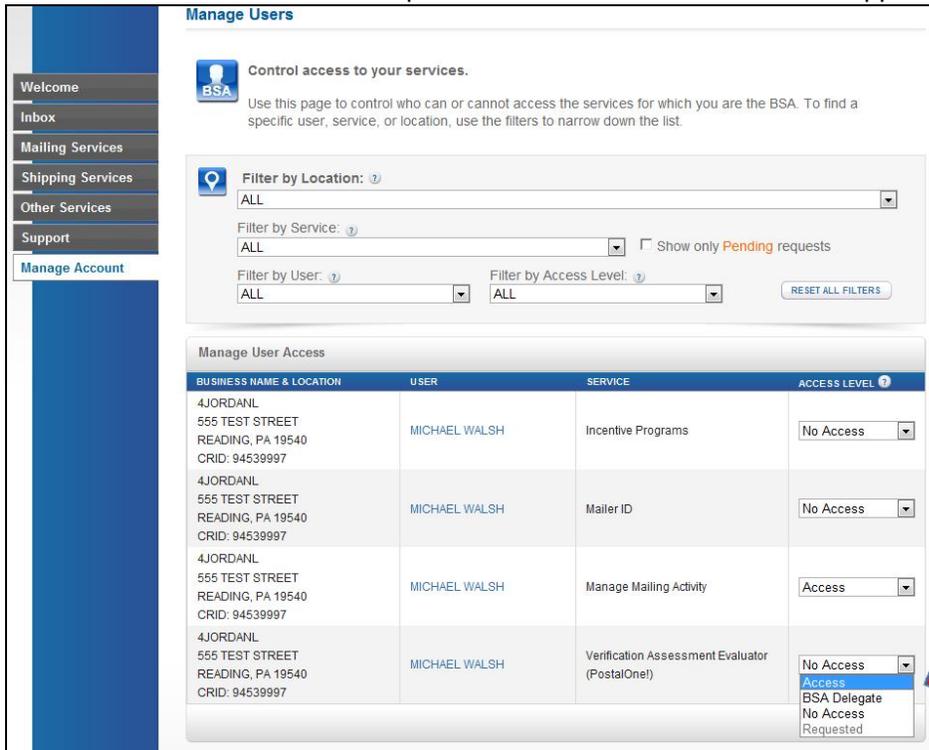
Mailer BSA Approves VAE Request

The mailer's BSA must approve any VAE requests from additional users. Upon receiving that approval, the additional user will be established as VAE for the account. The following steps outline this process:

1. The mailer's BSA signs into Business Customer Gateway.
2. BSA reviews pending requests by selecting the "Manage Account" option from left sidebar and then "Manage Users" from the top menu.



3. BSA selects "Access" from the dropdown in the Access Level column to approve the VAE access request



4. The BSA then notifies VAE that the request has been approved and VAE status for the user will appear as "Approved"



Appendix B: Frequently Asked Questions

1. Will the BMS analyst reviewer be identified so we know who is reviewing the dispute? **No, the reviewer is not identified.**
2. If an overdue assessment is turned over to the (RAFA) and can no longer be made through *PostalOne!*, how can the mailer pay it? **Currently a check would be sent to RAFA to settle the outstanding debts. We are looking to make enhancements to the entire payment functionality for easier payment settlement.**
3. Will we have a test period to review the assessment reports? **As soon as internal scorecard and assessment report testing is complete, we will let the industry know so they can begin reviewing the reports**
4. Should we open a new CAPS account permit just for paid assessments? Or use the CAPS account in the facility that has the assessment adjustment? **It is preferable to use the CAPs account that is associated to the permit you will be paying with, but it is possible to open a new permit and link it to a separate CAPs if desired.**
5. The date range for any transaction search must be 125 days or less. Transactions only appear on this report for 1 year and 1 month after the transaction date. Is there an archive if we need to go back and research prior years? **We are looking into this request and will provide further information once available.**
6. How do we ensure that the full-service discount is only removed once per piece (example, a first-class piece with a STID error, a By/For error, and a barcode uniqueness error would only lose the discount once)? **Answer TBD**
7. What happens if there is no VAE assigned to the permit holder? **See Appendix A**
8. Should the USPS provide information on known issues with the verification error types on the Mailer Scorecard? **Yes, the known issues are posted on the RIBBS website here:**
<https://ribbs.usps.gov/index.cfm?page=intellmaillatestnews>